

Mystery Shopper Survey Preliminary Results

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BY TERESA CARR WEDNESDAY, OCTOBER 17, 2018 NOVA NEXT

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the Atlantic

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By Susan Scutti and Carina Storrs, CNN
Updated 3:46 PM ET, Wed August 3, 2016

The Washington Post

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Forbes

Why Some Millennials Aren't Smiling: Bad Teeth Hinder 28% In Job Search

Today

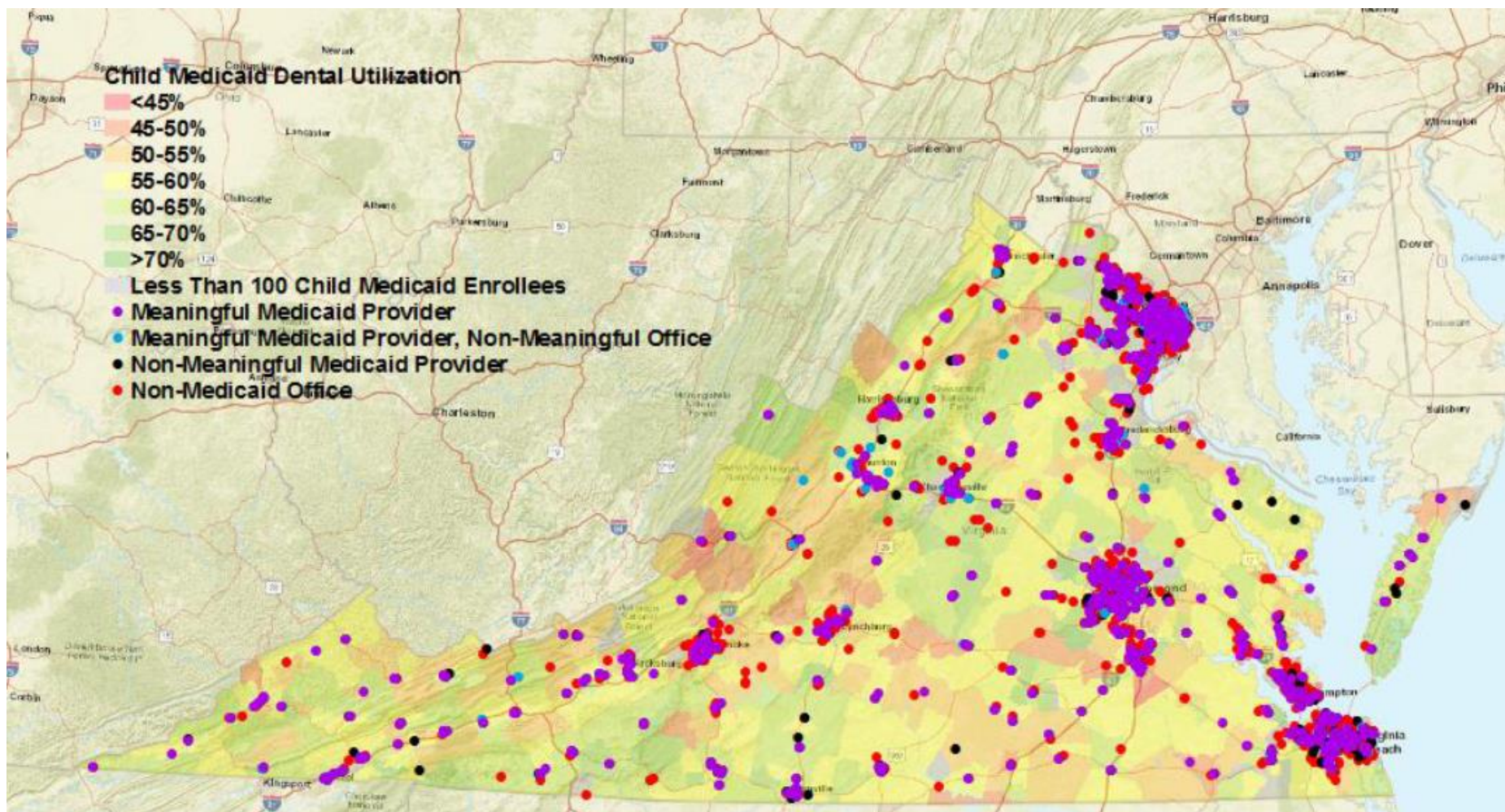
- Recap – Geographic Access (May 2018)
- Mystery Shopper Survey – Methods
- Mystery Shopper Survey – Preliminary Results

The Big Picture

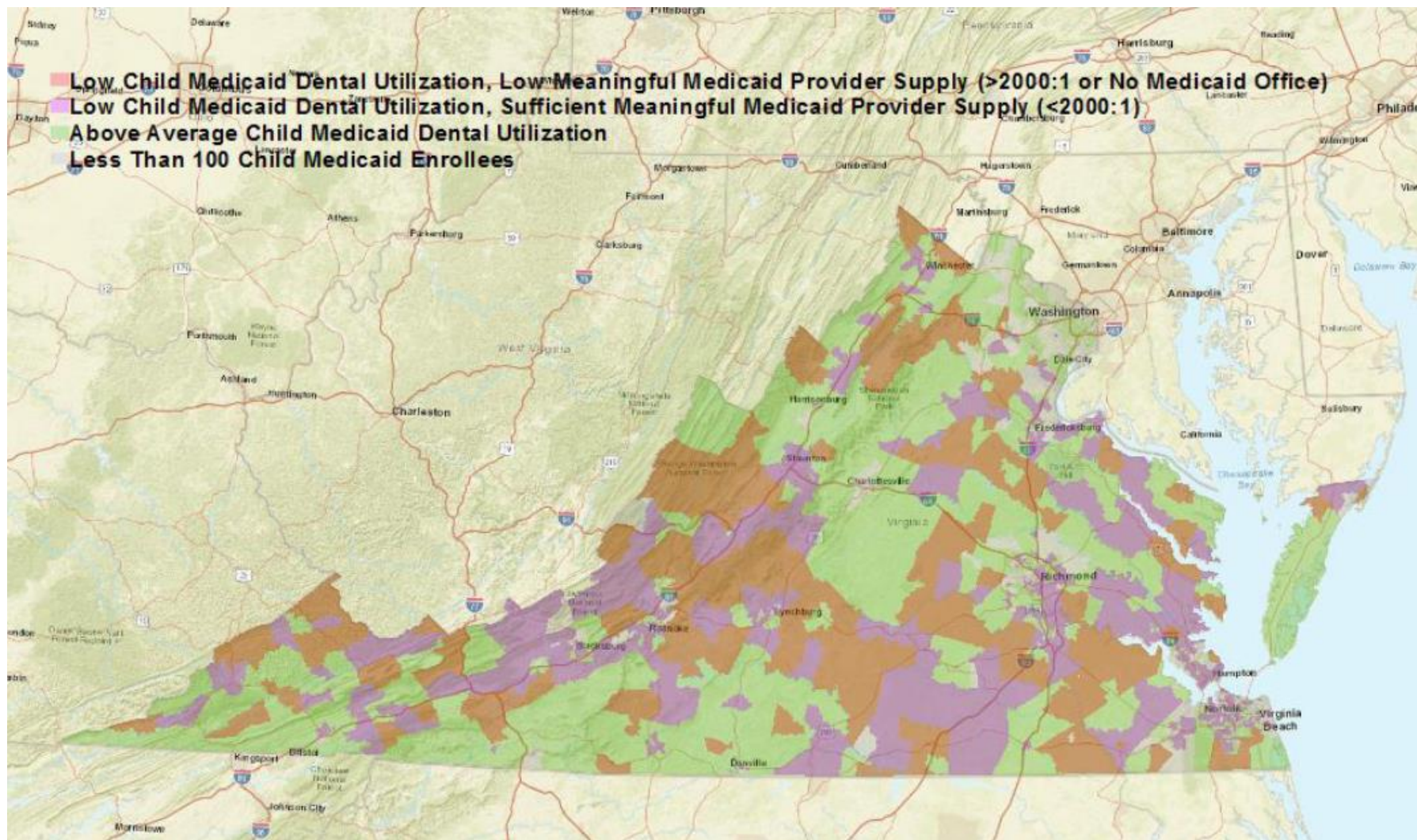
- Preliminary results of mystery shopper survey are overwhelmingly positive
 - Appointment rates are similar between Smiles For Children and private coverage
 - Preliminary wait times between calling for an appointment and the scheduled appointment date are virtually identical between Smiles For Children and private coverage
 - Reasons for not being able to secure an appointment are similar for both Smiles For Children and private coverage

Recap – Geographic Access

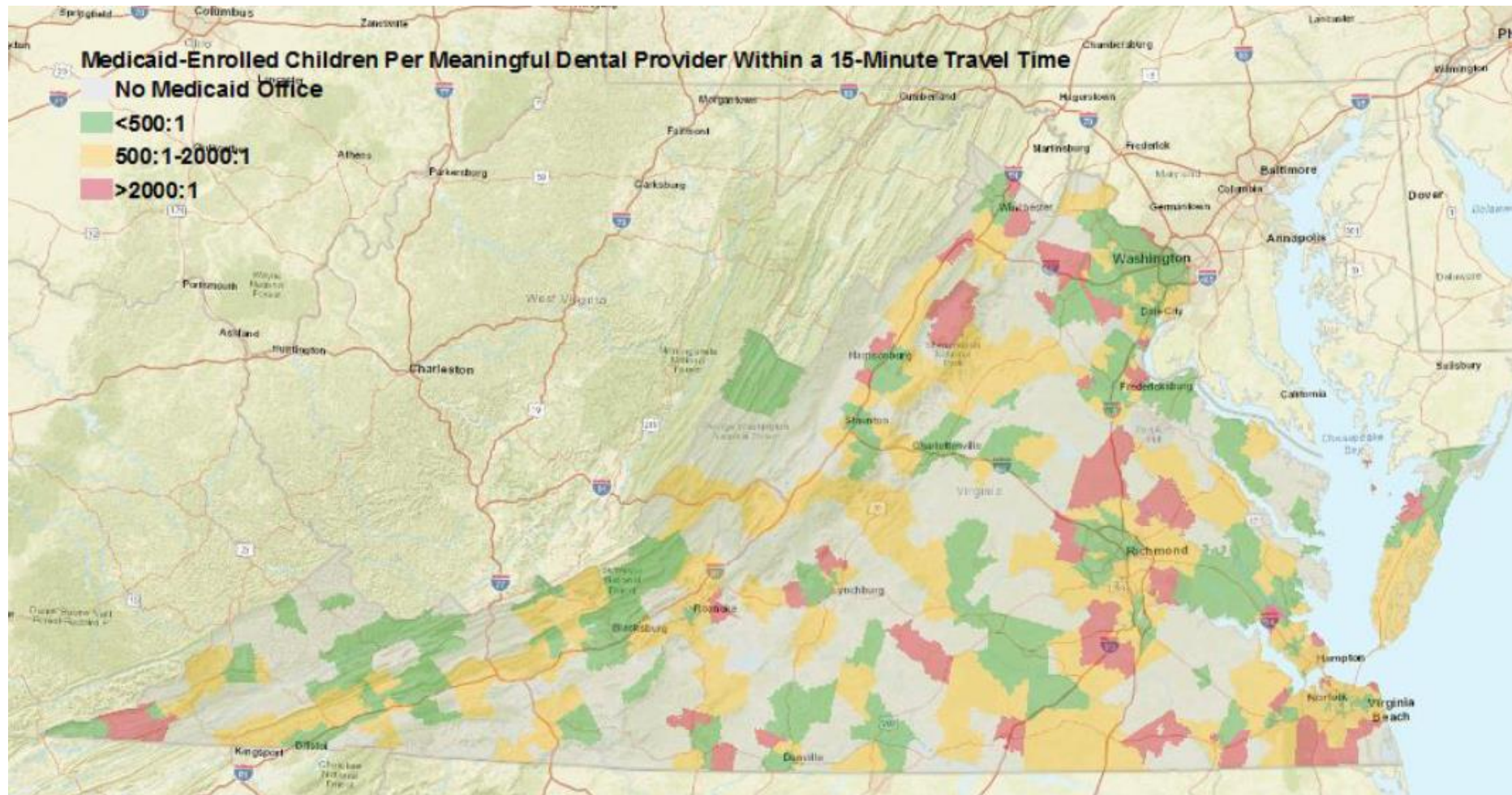
Dental Care Utilization among Smiles For Children Enrollees by Census Tract and Dental Office Locations, 2015



Dental Care Utilization Among Smiles For Children Enrollees and Meaningful Provider Offices by Census Tract, 2015



Smiles For Children Enrollees per Meaningful Medicaid Provider Office within a 15-Minute Travel Time, 2015



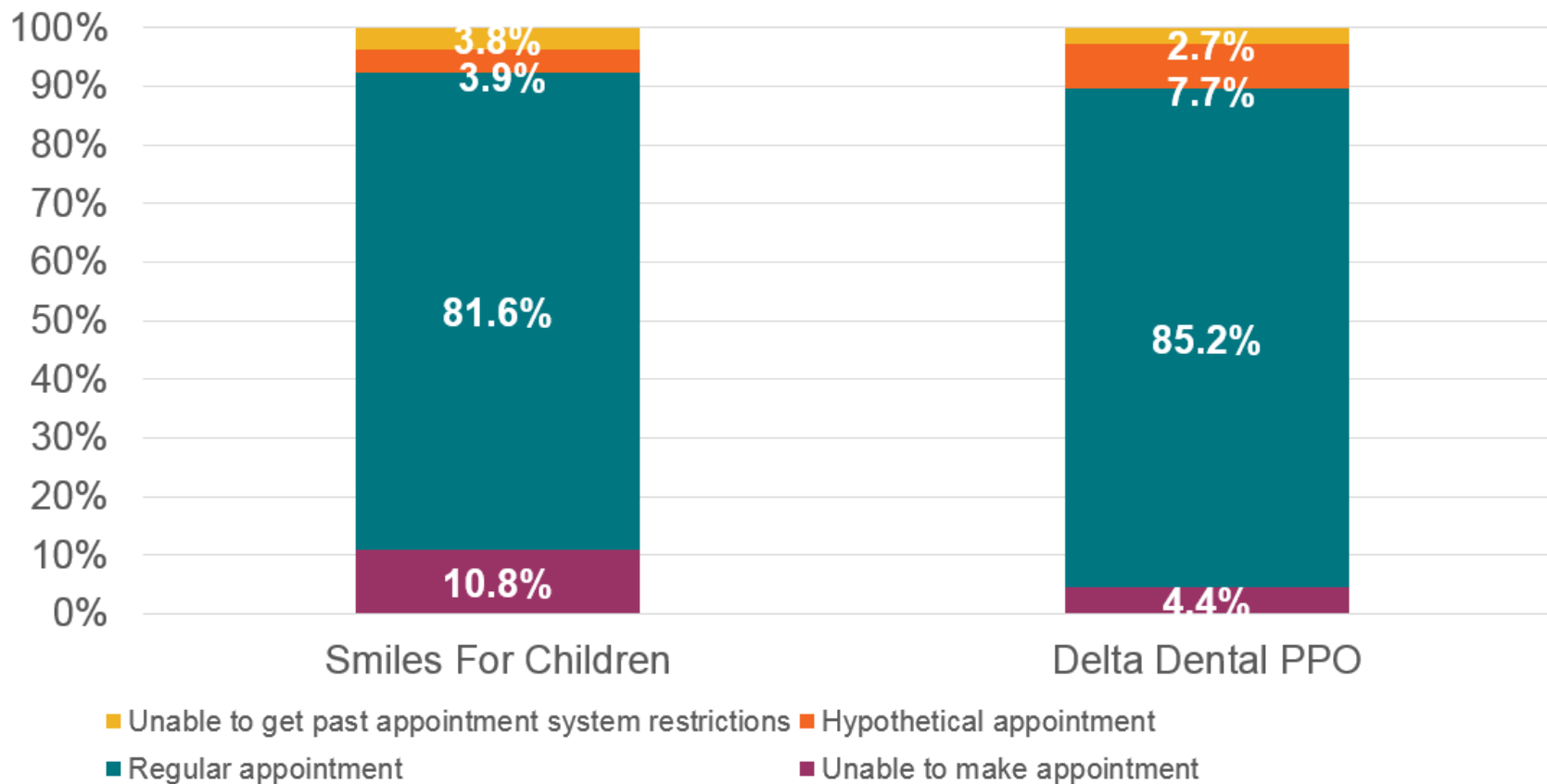
Mystery Shopper Survey

Methods

- List of offices with GP or Pediatric Dentists Participating in Medicaid
- Each office called twice: (1) parent of a child with Smiles For Children, (2) parent of a child with Delta Dental PPO
 - Random insurance order
 - Child age between 7 and 13
 - Same caller and parent/child profile for both calls
- Still about 70 cases in the field; data need to be cleaned

Preliminary Results

Outcome of Completed Calls by Insurance Type

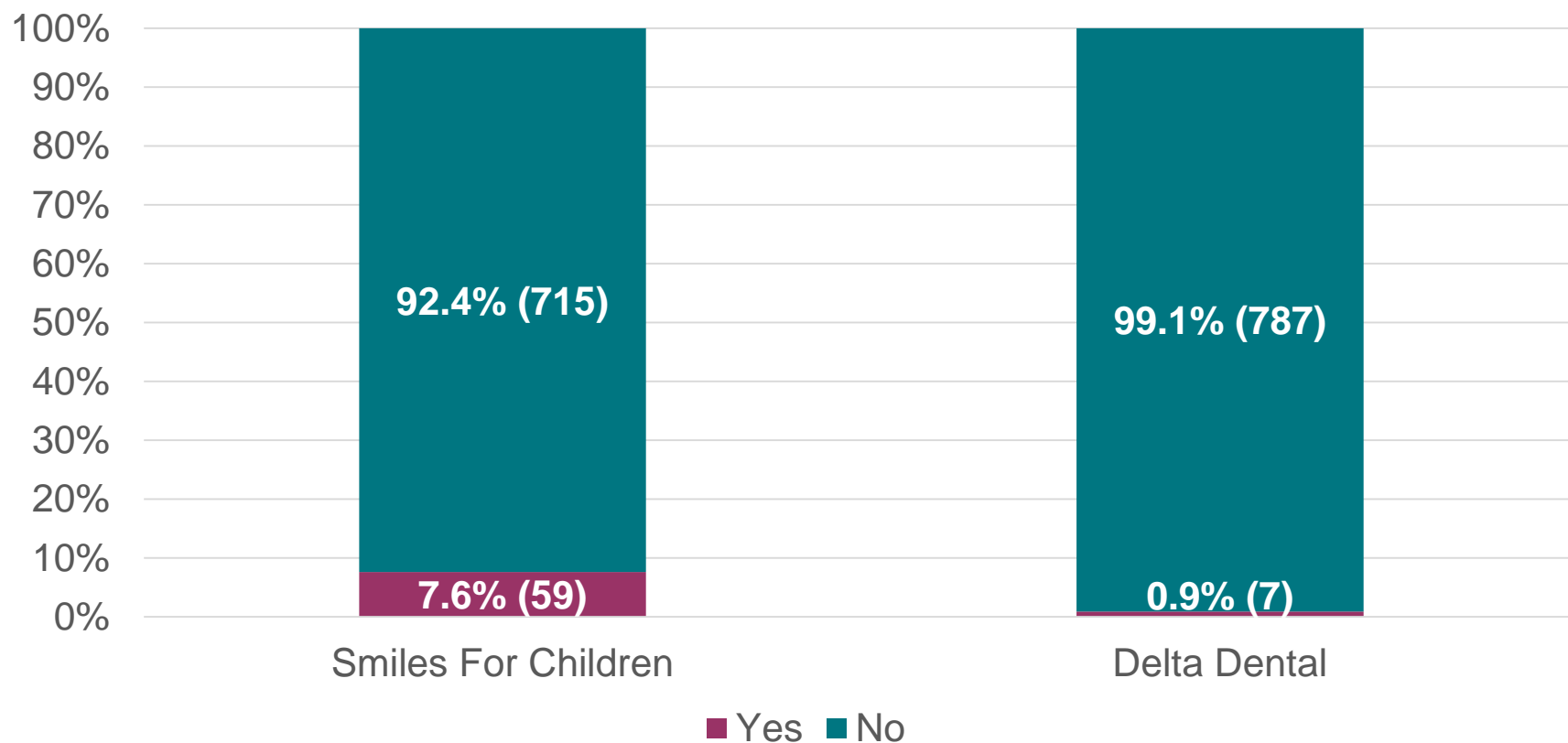


Preliminary Results

Number of Days between Call and Appointment					
Smiles For Children			Delta Dental PPO		
Average	Minimum	Maximum	Average	Minimum	Maximum
9.3 days	0 days (same day appointment)	240 days	9.6 days	0 days (same day appointment)	264 days

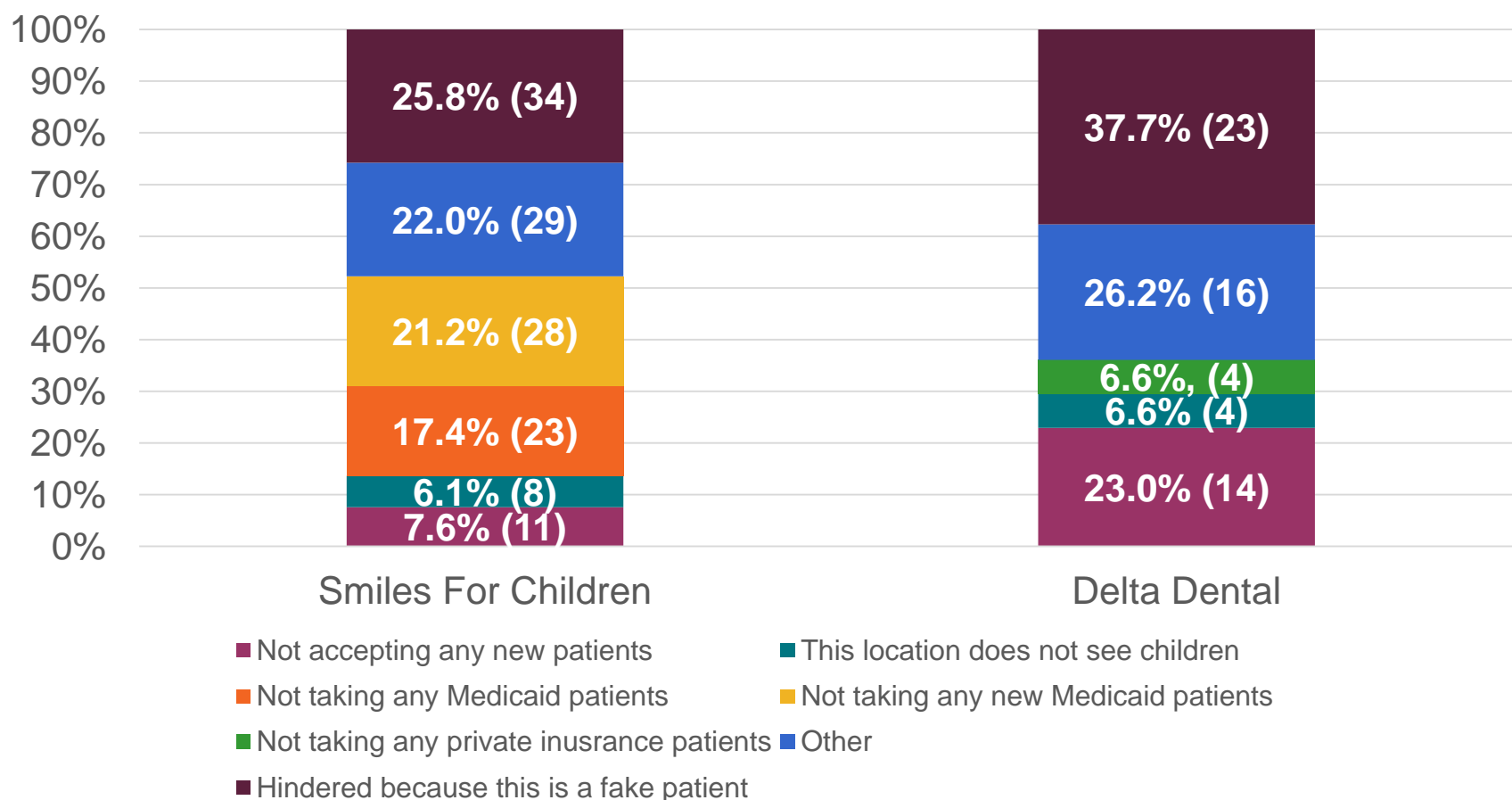
Preliminary Results

Did you need to resort to cash in order to make the appointment?



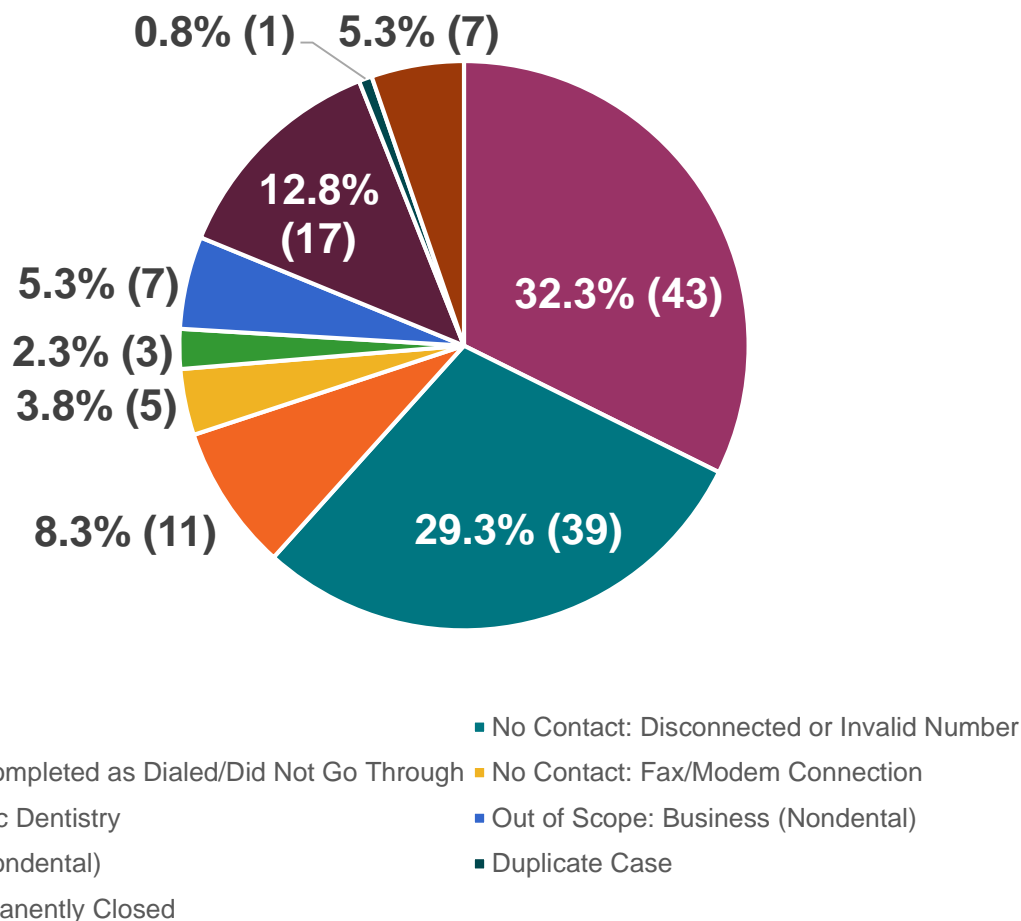
Preliminary Results

Main Reason for Not Securing an Appointment



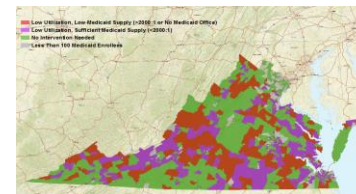
Preliminary Results

Incomplete Cases (N=133 offices)



Next Steps

- University of Chicago: finish calls, final data cleaning
- Health Policy Institute:
 - More in-depth analysis, including break down of data by rural/urban, and by the green/purple/red designation we found in mapping 1.0.
 - Draft report, share with DMAS/DAC, finalize report
 - Attempt publication
 - Consumer focus groups



Summary

- Dental care use among Smiles For Children enrollees is high relative to the U.S.
 - In some areas of VA, use is higher among Smiles For Children than among privately insured
- Still room for improvement:
 - Some areas have very few meaningful Medicaid DDS
 - Some areas have a good supply of meaningful DDS but relatively low
- Preliminary mystery shopper results are in line with other high performing states like CT
- Comments? Questions?